



INDUSTRY-LEADING EMPLOYMENT
TESTING AND ASSESSMENT
SERVICES EXCLUSIVELY FOR
PUBLIC AGENCIES



2005-2006 Catalog



THE CPS EMPLOYMENT TESTING AND ASSESSMENT SERVICES TEAM

CPS is your source for Employment Testing and Assessment Services. Our products and services are comprehensive, accurate, and reliable tools for predicting candidate performance and success.

CPS Human Resource Services is the industry leader in providing public agencies high quality, innovative, and affordable HR solutions. With offices nationwide and a talented team of experts, we can quickly meet your needs and deliver the results you expect.

No matter the size of your agency, the CPS catalog offers you a wide variety of employment testing and assessment products and services that will help you optimize your workforce.

TABLE OF CONTENTS

The CPS Difference	2
The Choice is Yours	3
Fire Service	4
Law Enforcement.	8
Office, Clerical, and Customer Service.	12
Professional and Paraprofessional.	16
Service and Maintenance.	20
Skilled Trades.	23
Assessment Center Services	24
Customized Testing and Test Administration	25
Ordering Information	26
Rental Rates.	27
CPS Seminar Series	28
Catalog Index	29

As part of our commitment to providing you with the highest quality test products and services, CPS frequently updates and changes our testing materials.

New and Updated tests are highlighted *in orange* throughout the catalog.

To determine which new test corresponds with your past orders, please call 916.263.1800 or 1.866.867.5272.



How to order:

Orders are taken via phone, fax, Internet, email, or mail. When ordering, please be sure to include the stock test number.

Phone:

Open 7:30 a.m.
to 5:30 p.m. PST
Monday–Friday
916.263.1800
1.866.867.5272

Fax:

916.921.6240

Internet:

www.cps.ca.gov/testrental

Email:

TR@cps.ca.gov

Mail:

CPS Human Resource Services
241 Lathrop Way
Sacramento, CA 95815
Attention: Test Rental





THE CPS DIFFERENCE

The Employment Testing and Assessment Services team is committed to providing our customers with the highest quality test products and services. As a public agency, we understand the needs of government and not-for-profit agencies, and our employment tests have been developed to meet those specialized needs while providing great value at an economical price.

This catalog offers more than 50 types of entry-level and promotional employment tests for a wide range of public agency positions including law enforcement, fire service, clerical, professional, skilled trades, and many others.

VALIDATED AND RELIABLE EMPLOYMENT TESTS

Our tests are developed to meet the most stringent psychometric standards and are frequently updated to ensure content relevance as well as to prevent over-exposure. Furthermore, our staff of testing experts provides prompt, full-service test rental support from initial order processing through test scoring and follow-up consultation.

WHY USE CPS EMPLOYMENT TESTING AND ASSESSMENT SERVICES?

- Expert consultation and advice
- Professional, courteous customer service
- Free test review copies
- Detailed scoring results
- Validation reports
- Convenient and easy ordering
- Prompt, secure, nationwide delivery

CPS OFFERS A VARIETY OF OTHER EMPLOYMENT TESTING SERVICES

CPS provides a broad range of services to assist your agency in developing and administering exams and assessments. Our team can meet any or all of your testing requirements. Our examination services include:

- Assessment Centers
- Customized Test Development Solutions
- Test Administration

For more information about these services, see page 24.

CPS employment tests offer a fair, reliable, and trusted method to select and hire a well-qualified workforce for improving your community.

THE CHOICE IS YOURS— WHAT'S RIGHT FOR YOU

Whether it is the use of a test through our test rental program, or a fully customized testing solution to meet your unique needs, we look forward to earning your business.

Designed to be a useful tool during the selection process, this catalog will guide you to the tests that meet your public agency's specific needs. From explaining the wide-range of tests we offer to how to place an order, you will find everything necessary to make your test ordering simple and efficient. As you will see, each table illustrates the name and stock number of the test, the number of items in the test, and the time allotted to take the test. If you cannot find the information you need, please give us a call; one of our CPS Test Rental team members will be happy to help you.

TEST PRODUCTS AND SERVICES

Tests are classified based on the amount of customization involved. Our Test Development team works with you to help create tests that measure the potential success of your candidates. When ordering tests, job analysis data should help you select the appropriate test for the job. For some tests, you may be asked to complete a job analysis workbook to help define the essential tasks, knowledge, skills, and abilities of the position.

STOCK TEST/SUPPLEMENT

A stock test is a standardized test or supplement for a specific job classification common to many public agencies. Each stock test has been validated through a content-oriented procedure. Prior to use by an agency, a stock test undergoes agency review to ensure its job-relatedness.

SEMI-STOCK TEST/ SPECIALIZED ITEM SET

A semi-stock test is a test developed from items selected by the agency from two or more stock tests or from the items in the specialized item sets. Content validity is established through the agency's completion of a job analysis workbook and the selection of items that match the agency's job requirements.

SEMI-CUSTOM TEST/SUPPLEMENT

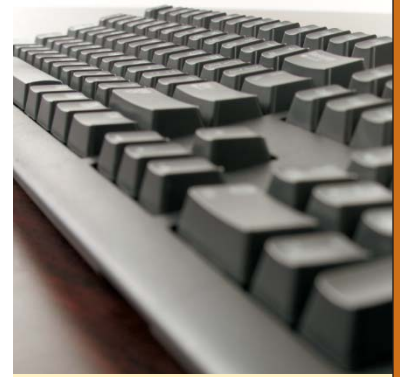
A semi-custom test is a test developed from items generated by CPS specifically for the client agency. Content validity is established through the agency's completion of a job analysis workbook and the selection of items that match the agency's job requirements.

WRITING PROFICIENCY

These essays measure a candidate's ability to write in an understandable way on a simple topic. This test can be used for any job that requires writing ability. CPS hires English language professionals who use structured rating guidelines to score the test.

HOGAN ASSESSMENT SYSTEMS

The HPI are pre-employment assessment systems that combine the science of personality assessment with practical business experience. They are assessment tools that help select the best candidates to staff your organization in an efficient and economical manner.



"Appreciated the timely delivery of our Dispatcher tests. We expected a two-week turn-around and received the tests days earlier. Support from staff was excellent, as were the results via email! It cut down on the time necessary to contact our candidates."

Eric Krowles
City of Mississauga
Ontario, Canada





FIRE SERVICE

ENTRY FIRE TESTS

Specific skills and aptitudes are essential to succeed in a firefighter's demanding environment. Our entry-level tests help identify candidates who will perform at the highest caliber in the academy and go on to successfully perform on the job. These tests measure the ability to understand and remember written and oral information, perform basic math, and comprehend mechanical principles and diagrams.

ENTRY FIREFIGHTER

CONTENT AREAS	2130	2150	2158A*	Updated 2179A	2180A	2199
Understanding Oral Information	20	20	20	20	20	20
Reading and Understanding Written Information	30	30	30	30	30	30
Numerical Skills	25	25	25	25	25	25
Mechanical Aptitude	25	25	25	25	25	25
Total number of items	100	100	100	100	100	100
Total time	2 hr	2 hr	2 hr	2 hr	2 hr	2 hr

*For use in assessing EMT/Paramedic candidates only.

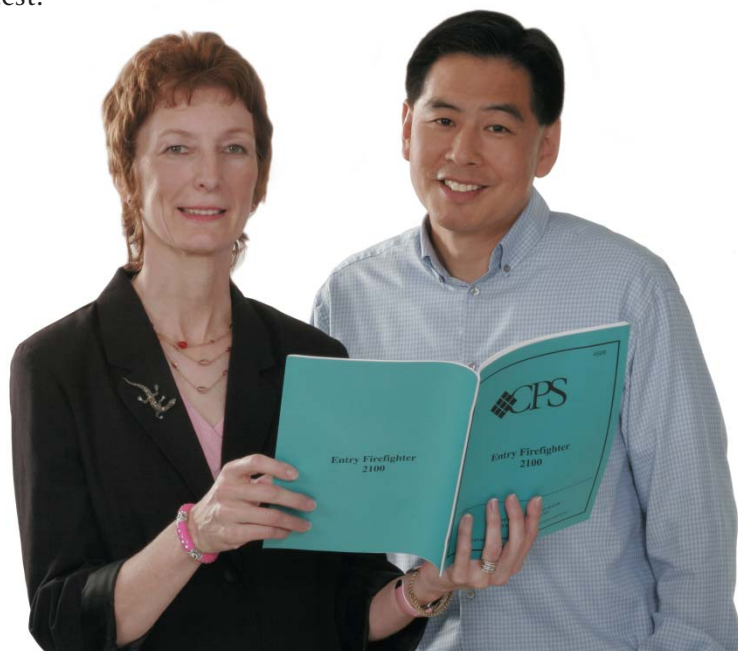
ENTRY FIREFIGHTER — METRIC

CONTENT AREAS	2102M	2105M*	Updated 2112A-M	2129M
Understanding Oral Information	20	20	20	20
Reading and Understanding Written Information	20	30	20	20
Numerical Skills	20	25	20	20
Maps, Diagrams, and Mechanical Reasoning	20	25	20	20
Teamwork/Public Relations/Community Living	20	—	20	20
Total number of items	100	100	100	100
Total time	2 hr	2 hr	2 hr	2 hr

*Test available in French.

CANDIDATE PREPARATION MANUAL

CPS offers a manual with sample questions and tips to help entry-level fire service candidates prepare for the test.



PROMOTIONAL FIRE TESTS

How does your agency determine who should move up the promotional ladder? These tests assess specific knowledge to help select the best candidates for promotion.

FIRE ENGINEER/DRIVER OPERATOR

	Updated	Updated
CONTENT AREAS	2212	2220A
Firefighting Essentials	20	25
Emergency Vehicle Operation	15	—
Knowledge and Use of Equipment and Apparatus	30	25
Water Supplies and Fire Stream Practices	35*	25
Hydraulic Principles and Calculations	—	25
Total number of items	100	100
Total time	2 hr	2 hr

*Section includes questions on Hydraulic Principles and Calculations.

FIRE INSPECTOR

CONTENT AREAS	2302
Code Enforcement and Building Construction	15
Hazardous Materials	15
Fire Prevention and Inspection	25
Fire Origin and Cause	25
Public Fire Education	20
Total number of items	100
Total time	2 hr

FIRE CAPTAIN

	Updated	Updated	Updated
CONTENT AREAS	2332	2345	2349
Firefighting Tactics and Strategy	20	20	30
Fire Inspection and Code Enforcement	15	20	—
Incident Command (IMS)	—	25	—
Company Command	20	—	—
Supervision	15	15	25
Fire Service Instruction	15	15	25
Written Communication and Reports	15	15	20
Total number of items	100	110	100
Total time	2 hr	2 hr 15 min	2 hr

BATTALION CHIEF

CONTENT AREAS	2420	2430
Analytical Ability	15	15
Fire Department Operations	15	15
Incident Command	20	20
Supervision of Fire Department Personnel	20	20
Fire Department Administration and Management	15	15
Written Communication and Reports	15	15
Total number of items	100	100
Total time	2 hr	2 hr

FIRE SERVICE/INCIDENT COMMAND SUPPLEMENTS

FIRE SERVICE/INCIDENT COMMAND SUPPLEMENTS

EXAM TITLE	ITEMS	TIME
Fire and Life Safety Educator: 2229-S	15	20 min
Aerial Apparatus: 2250-S	30	35 min
Firefighting Essentials: 2259-S	30	35 min
Fire Inspection & Code Enforcement: 2260-S	25	30 min
Uniform Fire Code: 2296-S	35	40 min
Ground Ladder Practices: 2297-S	30	30 min
EMT: 2311-S	30	30 min
Paramedic: 2312A-S <i>Updated</i>	30	35 min
Fire Service Report Writing: 2315-S	25	30 min
Fire Service Report Writing: 2320-S	25	30 min
Incident Command (Firescope): 2439A-S <i>Updated</i>	30	30 min
Incident Management System (FPP): 2440-S	25	30 min

DISPATCHER

These tests assess the skills and knowledge needed to ensure you select the best candidates for dispatcher positions.

DISPATCHER

CONTENT AREAS	3420	3421	3427*	3429*
Understanding Oral Information	20	20	20	20
Vocabulary	15	20	20	20
Ability to Perform Dispatching Work	20	20	25	40
Ability to Interpret Codes and Information	—	—	20	—
Reading and Understanding Written Information	15	15	15	20
Analytical Ability and Map Reading	30	25	—	—
Total number of items	100	100	100	100
Total time	2 hr	2 hr	2 hr	2 hr

* Recommended for 911 Dispatcher

“It is a pleasure to be associated with such a fine business organization that treats the customer with dignity and pleasantly. Thanks to all of you.”

Jane Longey, Civil Service Secretary
City of Fife, Washington

SPECIALIZED FIRE SERVICE ITEM SETS

- Fire Inspector/Deputy Marshal
- IFSTA Essentials 4th Edition
- EMT-Brady Emergency Medical Care – 8th Edition
- Paramedic-Brady Paramedic Emergency Care – 3rd Edition

FIRE SERVICE ASSESSMENT TOOLS

CPS offers off-the-shelf Structured Interview Packages for most fire service classifications (entry-level to Chief Officer). We can also create a Custom Interview Package specific to your agency.

Structured Interviews: a job-related, oral examination process designed to elicit information about a candidate in relation to a set of pre-determined job performance dimensions or competencies. The Structured Interview attempts to gather information about a candidate's performance in previous and/or future job-related situations. Each Custom Interview Package includes: a job analysis to identify the critical job performance dimensions or competencies to be assessed; a series of job-related interview questions; a set of behaviorally anchored rating scales for each dimension being assessed; and appropriate rating guidelines and materials. CPS consultants can also assist with rater training (half or full-day sessions available) and the administration of the interview process.

Assessment Centers: provide an objective approach to presenting your agency's decision-makers with more complete information than they would ordinarily gather from written tests or interviews alone. Assessment Centers are a way to gather relevant information, under standardized conditions, about an individual's capacity to perform in the supervisory or management role. Candidates are observed in unique situations, unavailable in other examination procedures, while still allowing the evaluators to view their behavior in a common frame of reference.



Sample Question

1. During a fire, many so-called fireproof buildings have acted as incinerators, indicating that in many instances the fuel content of the furnishings and contents constitutes a larger percentage of combustible material than the structure itself.

According to the passage,

- a. fireproofing buildings cannot prevent some destructive fires.
- b. fireproof building laws should be revised to cover the combustible material.
- c. the furnishings in fireproof buildings are as combustible as the structure itself.
- d. fires which are confined principally to the building contents are less dangerous than those involving the total structure.



LAW ENFORCEMENT

ENTRY LAW ENFORCEMENT TESTS

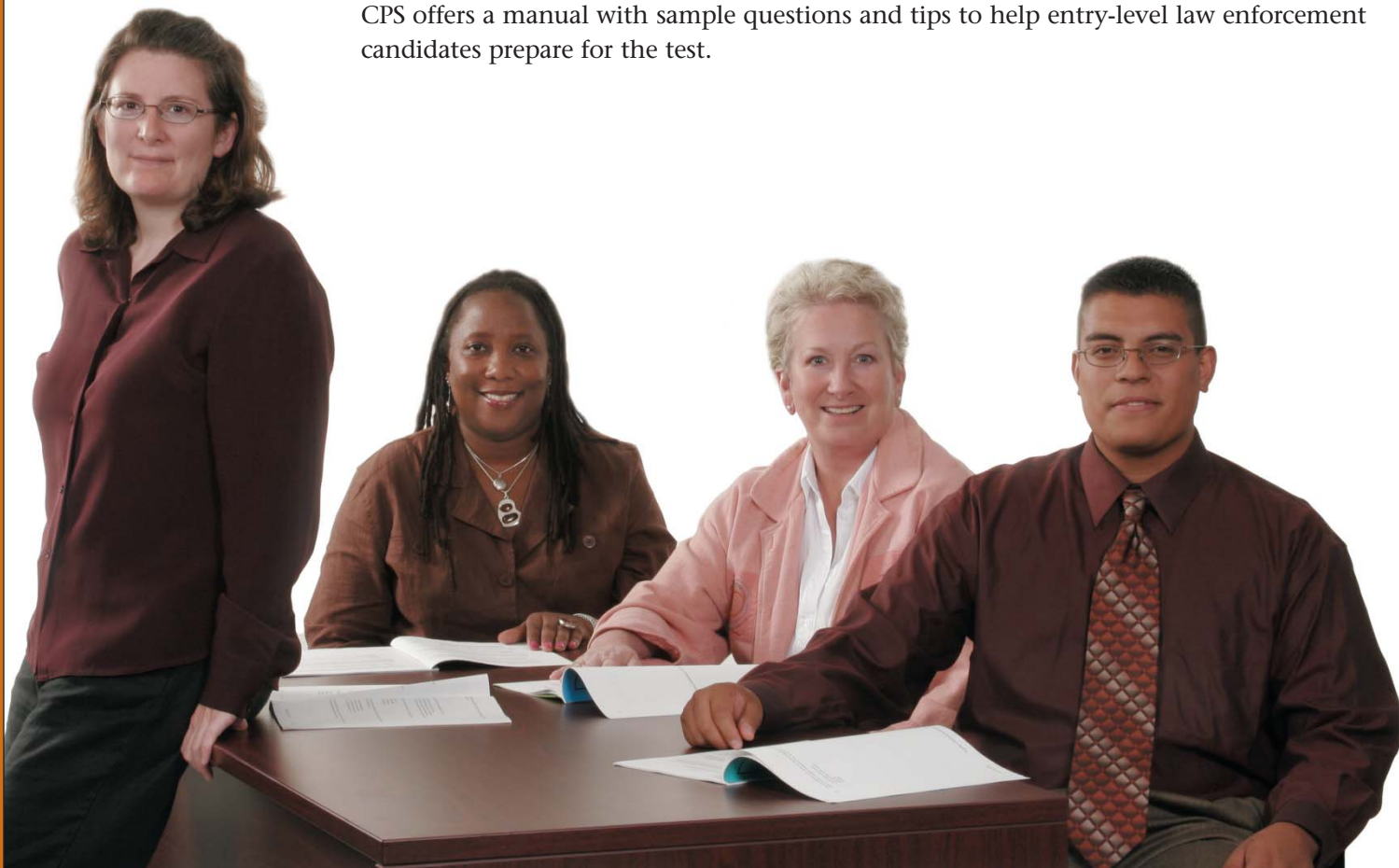
Law enforcement is one of the most important jobs in today's society, so it is imperative that you hire the best. Used by cities, counties, and states nationwide, our tests identify the best candidates for law enforcement personnel. Specifically designed for entry-level peace officer positions, the Entry Law tests require no prior law enforcement experience. Our entry-level tests meet the reading and writing requirements for the California Peace Officer Standards and Training, the State of Oregon Department of Public Safety Standards and Training, and many other states' POST requirements (call for details). The report writing sections consist of English grammar, spelling, punctuation, and writing skills to help ensure every law enforcement candidate is qualified to successfully perform on-the-job duties.

ENTRY LAW ENFORCEMENT

CONTENT AREAS	1018A	1023	1040	1048A	1097
Memory and Understanding Oral Information	25	—	—	25	—
Observation and Memory	—	25	25	—	25
Written Communication/Report Writing	25	25	25	25	25
Reading and Understanding Written Information	25	25	25	25	25
Reasoning/Analytical Ability	25	25	25	25	25
Total number of items	100	100	100	100	100
Total time	2 hr	2 hr	2 hr	2 hr	2 hr

CANDIDATE PREPARATION MANUAL

CPS offers a manual with sample questions and tips to help entry-level law enforcement candidates prepare for the test.



PROMOTIONAL LAW ENFORCEMENT TESTS

How does your agency determine who should move up the promotional ladder? These tests assess specific knowledge to help you select the best candidates for promotion.

SENIOR LAW ENFORCEMENT OFFICER

		Updated
CONTENT AREAS		1110-A
Reading and Understanding Written Information		15
General Law Enforcement Principles		15
Evidence and Courtroom Testimony		20
Witness Interviews		15
Crime Scene Search and Investigations		20
Written Communication/Report Writing		25
Total number of items		110
Total time		2 hr 15 min

LAW ENFORCEMENT SERGEANT

CONTENT AREAS	1203	1236	1203A-CA	1236A-CA
Reading and Interpreting Written Information	15	20	15	20
Written Communication/Report Writing	20	20	20	20
Interviewing and Investigation	25	20	25	20
Supervision and Training	20	20	20	20
General Law Enforcement Principles	—	—	20	20
Rules of Arrest, Search, and Seizure	—	—	20	20
Total number of items	80	80	120	120
Total time	1 hr 40 min	1 hr 40 min	2 hr 30 min	2 hr 30 min

LAW ENFORCEMENT LIEUTENANT

		New	New
CONTENT AREAS		1324	1324-CA
Law Enforcement Supervision and Training		25	—
Management and Leadership		25	—
Investigation and Interviewing		25	—
Law Enforcement Principles		25	—
General Law Enforcement Principles		—	20
Rules of Arrest, Search, and Seizure		—	20
Total number of items		100	40
Total time		2 hr	45 min

LAW ENFORCEMENT SUPPLEMENTS

EXAM TITLE	ITEMS	TIME
Law Enforcement Supervision: 1128-S*	30	30 min
Law Enforcement Supervision (Ferrari): 1130-S	30	35 min
California Police Officer Legal Supplement: 1139-S*	40	40 min
COPPS Supplement CA : 1140-S	30	30 min
COPPS Supplement All States: 1142-S	30	30 min
Law Enforcement Report Writing: 1210-S	25	30 min
Law Enforcement Report Writing: 1212-S	25	30 min

*For use with stock test 1110-A

CORRECTIONAL TESTS

These tests assess the skills and knowledge needed to ensure you select the best candidates for correctional officer positions.

CORRECTIONAL OFFICER (NOT AVAILABLE IN CALIFORNIA)		Updated
CONTENT AREAS	0910A	0918A
Memory and Understanding Oral/Written Information	33	35
Reading Comprehension	32	25
Numerical Calculations	16	20
Written Communication	19	20
Total number of items	100	100
Total time	2 hr	2 hr 15 min

CORRECTIONAL SERGEANT		Updated
CONTENT AREAS		1080
Read and Analyze Information		25
Supervision		25
Writing and Reviewing Reports		25
Scheduling and Record Keeping		25
Total number of items		100
Total time		2 hr

POLICE TECHNICIAN/COMMUNITY SERVICES OFFICER

These tests assess the skills and knowledge needed to ensure you select the best candidates for police technicians/community services officers.

POLICE TECHNICIAN/COMMUNITY SERVICES OFFICER		
CONTENT AREAS	1513A	1518
Name and Number Matching	—	20
Understanding Oral Information	20	15
Interpreting Diagrams and Forms	—	20
Numerical Skills	—	20
Public Relations	—	25
Reading Comprehension	25	—
Written/Communication/Report Writing	20	—
Classifying Information	20	—
Map Reading	15	—
Total number of items	100	100
Total time	2 hr	1 hr 45 min

DISPATCHER

These tests assess the skills and knowledge needed to ensure you select the best candidates for dispatcher positions.

DISPATCHER

CONTENT AREAS	3420	3421	3427*	3429*
Understanding Oral Information	20	20	20	20
Vocabulary	15	20	20	20
Ability to Perform Dispatching Work	20	20	25	40
Ability to Interpret Codes and Information	—	—	20	—
Reading and Understanding Written Information	15	15	15	20
Analytical Ability and Map Reading	30	25	—	—
Total number of items	100	100	100	100
Total time	2 hr	2 hr	2 hr	2 hr

* Recommended for 911 Dispatcher

SPECIALIZED LAW ENFORCEMENT ITEM SETS

- Animal Control Officer
- Police Captain
- Police Sergeant (COPPS)

LAW ENFORCEMENT ASSESSMENT TOOLS

CPS offers off-the-shelf Structured Interview Packages for most law enforcement classifications (entry-level to command officer). We can also create a Custom Interview Package specific to your agency.

Structured Interviews: a job-related, oral examination process designed to elicit information about a candidate in relation to a set of pre-determined job performance dimensions or competencies. The Structured Interview attempts to gather information about a candidate's performance in previous and/or future job-related situations. Each Custom Interview Package includes: a job analysis to identify the critical job performance dimensions or competencies to be assessed; a series of job-related interview questions; a set of behaviorally anchored rating scales for each dimension being assessed; and appropriate rating guidelines and materials. CPS consultants can also assist with rater training (half or full-day sessions available) and the administration of the interview process.

Assessment Centers: provide an objective approach to presenting your agency's decision-makers with more complete information than they would ordinarily gather from written tests or interviews alone. Assessment Centers are a way to gather relevant information, under standardized conditions, about an individual's capacity to perform in the supervisory or management role. Candidates are observed in unique situations, unavailable in other examination procedures, while still allowing the evaluators to view their behavior in a common frame of reference.



Sample Test Question

1. The caller was reluctant to provide his name or location.

The word reluctant means

- a. ready
- b. hesitant
- c. ignorant
- d. determined





OFFICE, CLERICAL, & CUSTOMER SERVICE

With all of the essential advances in technology, your agency needs employees who can keep pace in a workplace that is constantly changing. Our tests are ideal tools to help you select competent and efficient office and clerical candidates.

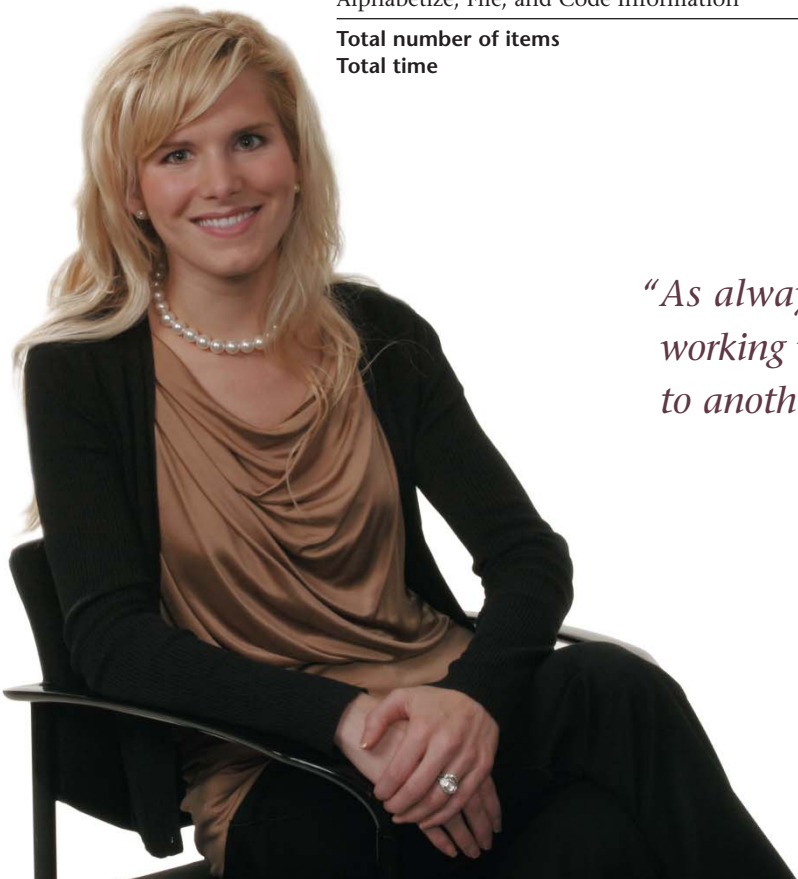
BASIC SKILLS — CLERICAL*

CONTENT AREAS	0409A
Filing and Checking	25
Understanding Oral Information	10
Reading and Understanding Written Information	20
English Language Skills	20
Numerical Skills	20
Interpersonal/Customer Service Skills	15
Total number of items	110
Total time	1 hr 50 min

* New exam coming in Fall 2005

ENTRY CLERICAL

CONTENT AREAS	3118A	3127	3129	3817	3818A
Speed and Accuracy in Filing, Checking, and Coding	25	—	—	25	25
Editing (Spelling, Punctuation, and Grammar)	30	20	20	15	15
Vocabulary	20	15	—	15	15
Reading and Understanding Written Information	10	10	25	10	10
Numerical Skills	15	20	20	15	15
Alphabetize, File, and Code Information	—	35	35	—	—
Total number of items	100	100	100	80	80
Total time	1 hr 45 min	1 hr 40 min	1 hr 40 min	1 hr 20 min	1 hr 20 min



“As always, it has been a pleasant experience working with CPS, and our agency looks forward to another great year.”

Barbara Cella, Senior HR Analyst
City of North Las Vegas, Nevada

ADVANCED CLERICAL

	<i>New</i>	<i>New</i>
CONTENT AREAS	3217	3227
Reading Comprehension	30	30
Spelling, Punctuation, and Grammar	50	50
Vocabulary	20	20
Total number of items	100	100
Total Time	2 hr	2 hr

EXECUTIVE SECRETARY*

CONTENT AREAS	3236
English Usage	15
Correspondence Skills	15
Written Communication/Report Writing	30
Public and Interpersonal Relations	40
Total number of items	100
Total time	2 hr

* New exam coming in Fall 2005

ADMINISTRATIVE ASSISTANT

	<i>Updated</i>
CONTENT AREAS	3295
Reading and Understanding Written Information	25
English Usage	30
Correspondence and Reports	45
Total number of items	100
Total time	2 hr

DATA ENTRY CLERK

	<i>New</i>
CONTENT AREAS	3703
Name and Number Comparison	25
Numerical Filing	15
Ability To Classify Information	15
Mathematics	25
Reading Comprehension	20
Total number of items	100
Total time	2 hr

CASHIER

CONTENT AREAS	4118
Ability to Handle Money	20
Ability to Make Change	30
Bank Reconciliation	15
Financial Terms	15
Bookkeeping Methods	20
Total number of items	100
Total time	1 hr 10 min

ACCOUNT CLERK

CONTENT AREAS	4317A	4328
Ability to Work Rapidly With Numbers	30	—
Reading and Understanding Written Information	10	—
Numerical Skills	30	20
Ability to Analyze Data	10	—
Filing	—	30
Bookkeeping and Office Methods	—	30
Spelling and Vocabulary	20	—
Vocabulary and Reading Comprehension	—	20
Total number of items	100	100
Total time	1 hr 45 min	1 hr 45 min

SENIOR ACCOUNT CLERK

CONTENT AREAS	4413
Office Practices and Procedures	25
Bookkeeping Practices	25
Accounting Problems	20
Working Relationships	15
Ability to Follow Directions	15
Total number of items	100
Total time	2 hr

ENTRY LEGAL PROCESSING CLERK

CONTENT AREAS	Updated 4610A
Clerical Skills	30
Written Communication	30
Public and Interpersonal Relations	25
Problem Solving, Analysis, Mathematical Ability	15
Total number of items	100
Total time	1 hr 43 min



JOURNEY LEGAL PROCESSING CLERK

CONTENT AREAS	Updated 4611A
Clerical Skills	30
Written Communication	30
Public and Interpersonal Relations	25
Problem Solving, Analysis, Mathematical Ability	20
Legal Procedures and Terms	15
Technical Expert/Resource	10
Total number of items	130
Total time	2 hr 18 min

COURTROOM CLERK

CONTENT AREAS	4612
Clerical Skills	15
Written Communication	20
Problem Solving, Analysis, Mathematical Ability	20
Public and Interpersonal Relations	15
Legal Procedures and Terms	20
Technical Expert/Resource	10
Total number of items	100
Total time	2 hr

OFFICE, CLERICAL, & CUSTOMER SERVICE SUPPLEMENTS

CONTENT AREAS	ITEMS	TIME
Customer Service Supplement: 0108-S <i>Updated</i>	30	30 min
Basic Computer Skills: 0250-S	25	30 min
Legal Terms and Courtroom Procedures: 3298-S	30	35 min
Proofreading Problems: 3826-S <i>New</i>	20	30 min
Accounting Problems: 3834-S	20	30 min
Payroll: 3879A-S	25	30 min

OFFICE, CLERICAL, & CUSTOMER SERVICE ASSESSMENT TOOLS

Hogan Assessment Systems are pre-employment tools which combine the science of personality assessment with practical business experience to meet the challenges of employee selection and development.

A variety of inventories designed to predict job performances are available.

Personality Inventory: accurately predicts employee performance and helps to reduce turnover, absenteeism, and poor customer service.

Leadership Forecast Series: offers insights into several critical aspects of leadership including competencies, derailers, values, and development.

Motives, Values, Preferences Inventory: assesses the core values of individuals in comparison to the culture of the organization.

Job Evaluation Tool: identifies personal characteristics and competencies required by specific positions.



Sample Test Question

- When providing good customer service, it is important that people who come into the office with complaints leave with a feeling that
 - their point of view has been understood.
 - their request will be taken care of to their satisfaction.
 - the matter will be adjusted if they pursue it far enough.
 - the department has firm guidelines that cannot easily be overcome.





PROFESSIONAL & PARAPROFESSIONAL

Critical decision-making skills and a high level of expertise are required from today’s employees. The following tests identify candidates who are precision-oriented and skilled in areas of mathematics, interpersonal communications, and statistics.

PERSONNEL TECHNICIAN

CONTENT AREAS	1911
Speed and Accuracy in Filing, Checking, and Coding	25
Reasoning/Analytical Ability	30
Written Communication	25
Interpersonal Skills	20
Total number of items	100
Total time	1 hr 45 min

ENTRY ANALYST

CONTENT AREAS	1909A
Reasoning/Analytical Ability	30
Math and Statistics Knowledge	25
Written Communication	25
Interpersonal Skills	20
Total number of items	100
Total time	2 hr

ACCOUNTANT

CONTENT AREAS	4410
Accounting Principles and Practices	20
Financial Analysis	15
Auditing Principles and Practices	15
Mathematics	15
Analytical Ability	20
Report Writing	15
Total number of items	100
Total time	2 hr

SOCIAL SERVICES

ELIGIBILITY WORKER

CONTENT AREAS	5103	5138
Reading and Understanding Written Information	25	25
Written Communication	25	25
Benefit Calculations	25	25
Effective Interviewing/Interpersonal Communication	25	25
Total number of items	100	100
Total time	2 hr	2 hr

CHILD SUPPORT SPECIALIST

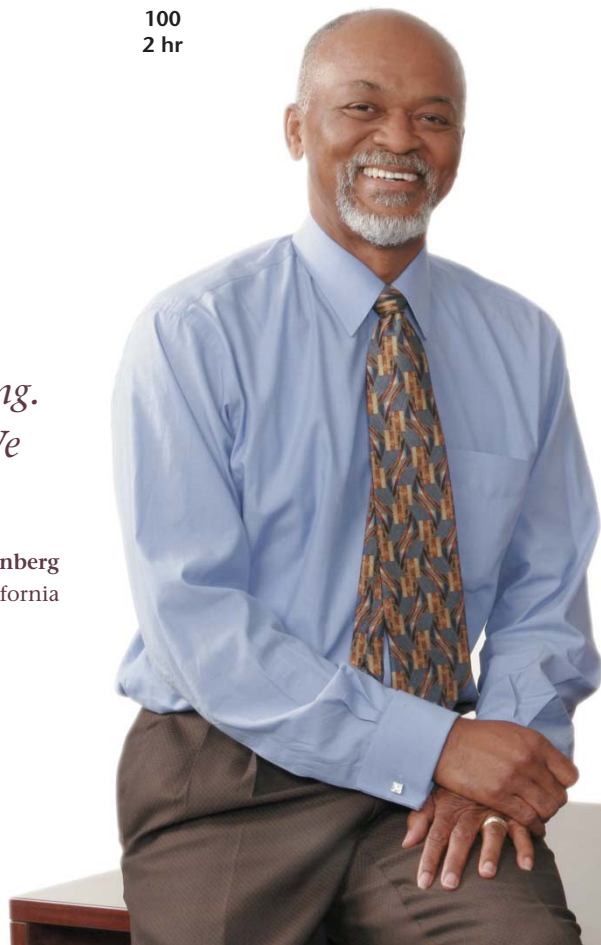
CONTENT AREAS	5210	5211
Understanding Written Material	25	25
English Usage	25	25
Numerical Skills	25	25
Interpersonal Communications and Interviewing	25	25
Total number of items	100	100
Total time	2 hr	2 hr

SOCIAL WORKER

CONTENT AREAS	5312
Analytical Ability	25
Interviewing Principles	20
Written Communication	25
Interpersonal Skills	30
Total number of items	100
Total time	2 hr

“Very professional staff, courteous and accommodating. The level of commitment to service was excellent. We would definitely use CPS again.”

Georgette Kreinberg
City of Citrus Heights, California



SUPERVISION

SUPERVISOR

CONTENT AREAS	0120A
Staff Development	20
Evaluating Employee Performance	20
Managing Change Within An Organization	15
Conflict Resolution	15
Communication	15
Budgeting and Resource Allocation	15
Total number of items	100
Total time	2 hr

SUPERVISORY PRACTICES ASSESSMENT

CONTENT AREAS	0199
Supervisory Practices	100
Total number of items	100
Total time	1 hr 15 min

This test uses scenarios commonly found in the workplace to test a candidate’s ability to respond properly to a situation. The test presents 50 scenarios and asks the candidate to choose the best and worst response in each situation.

SUPERVISION SUPPLEMENT

EXAM TITLE	ITEMS	TIME
Supervisory Practices: 0197-S	30	30 min

This supplement uses scenarios commonly found in the workplace to test a candidate’s ability to respond properly to a situation. Fifteen scenarios are presented, and the candidate is asked to choose the best and worst response in each situation.

“On behalf of the City of Las Cruces: thank you, CPS, for all your assistance.”

Flo S. Pierce, HR Analyst
City of Las Cruces, New Mexico

SPECIALIZED ITEM SETS

- Accountant
- Appraiser
- Engineering Aide
- Engineering Aide/Engineering Aide Electrical
- Junior/Civil Engineer
- Library Technician
- Recreation Coordinator/Supervisor

PROFESSIONAL & PARAPROFESSIONAL ASSESSMENT TOOLS

Hogan Assessment Systems are pre-employment tools which combine the science of personality assessment with practical business experience to meet the challenges of employee selection and development.

A variety of inventories designed to predict job performances are available.

Personality Inventory: accurately predicts employee performance and helps to reduce turnover, absenteeism, and poor customer service.

Leadership Forecast Series: offers insights into several critical aspects of leadership including competencies, derailers, values, and development.

Motives, Values, Preferences Inventory: assesses the core values of individuals in comparison to the culture of the organization.

Job Evaluation Tool: identifies personal characteristics and competencies required by specific positions.



Sample Test Question

The following item is designed to measure vocabulary knowledge. For the capitalized word, select one of the choices below which best describes the meaning of that word.

1. COPE

- a. solve
- b. ample
- c. manage
- d. comprehend



SERVICE & MAINTENANCE

When hiring service and maintenance personnel, you want people who will do the job right. Our tests will help you find the best-qualified candidates.

BASIC SKILLS—GENERAL*

CONTENT AREAS	0301A
Understanding Oral Information	10
Reading and Understanding Written Information	20
English Language Skills	20
Numerical Skills	20
Mechanical Ability	15
Interpersonal Skills	15
Total number of items	100
Total time	2 hr

* New exam coming in Fall 2005

SERVICE

STOCK AND DELIVERY WORKER

CONTENT AREAS	3319
Number Checking Ability	20
Understanding Oral Information	15
Map Reading Ability	15
Ability to Control Inventory	15
Knowledge of Stock Work Procedures	15
Knowledge of Delivery and Driving Procedures	20
Total number of items	100
Total time	1 hr 45 min

COOK

CONTENT AREAS	5418
Quantity Food Service Methods and Equipment	60
Ability to Follow Directions	25
Working with Others	15
Total number of items	100
Total time	2 hr

FOOD SERVICES WORKER

CONTENT AREAS	5426A
Quantity Food Service Methods and Equipment	50
Ability to Follow Directions	25
Working with Others	15
Total number of items	90
Total time	1 hr 50 min

MAINTENANCE

UTILITY WORKER—LABORER

		Updated
CONTENT AREAS		6127A
Understanding Oral Information		15
Reading and Applying General Information		25
Knowledge of Tools and Equipment		20
Safe Work Practices		15
Total number of items		75
Total time		1 hr 30 min

MAINTENANCE WORKER

CONTENT AREAS	6523	6523-SP*	6527
Understanding Oral Information	—	—	15
Reading and Applying General Information	15	15	—
Knowledge of Tools and Equipment	25	25	30
Ability to Apply Knowledge of General Maintenance	—	—	30
Math	20	20	—
Safe Work Practices	15	15	—
Total number of items	75	75	75
Total time	1 hr 45 min	1 hr 45 min	1 hr 45 min

*Spanish Version

GROUNDS MAINTENANCE WORKER

CONTENT AREAS	6898
Knowledge and Care of Plants, Shrubs, and Trees	30
Lawn Propagation and Maintenance	20
Knowledge of Tools, Equipment, and General Construction	20
Safe Work Practices	20
Total number of items	90
Total time	1 hr 45 min



SPECIALIZED ITEM SETS

- Custodian/Senior Custodian
- Meter Reader
- Park & Landscape Supervisor
- Public Works Maintenance Worker I/II
- Senior/Lead Landscape Technician

SERVICE & MAINTENANCE ASSESSMENT TOOLS

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A variety of inventories designed to predict job performances are available.

Personality Inventory: accurately predicts employee performance and helps to reduce turnover, absenteeism, and poor customer service.

Leadership Forecast Series: offers insights into several critical aspects of leadership including competencies, derailers, values, and development.

Motives, Values, Preferences Inventory: assesses the core values of individuals in comparison to the culture of the organization.

Job Evaluation Tool: identifies personal characteristics and competencies required by specific positions.

“Thanks for the quality service!”

Diane Crosley-Mayers, Personnel Analyst II
City of Vallejo, California



SKILLED TRADES

Some jobs require specialized knowledge. Our skilled trades tests tell you if a candidate has the knowledge and ability to do the job right.

ELECTRICIAN

CONTENT AREAS	7211A
Electrical Principles and Practices	20
Electrical Tools, Equipment, and Materials	25
Electrical Codes	25
Occupational Safety	15
Ability to Read Electrical Plans and Diagrams	15
Total number of items	100
Total time	2 hr

ENTRY-LEVEL AUTOMOTIVE MECHANIC

CONTENT AREAS	New 7415
Engine Powertrain Systems	35
Heating and Cooling Systems	10
Electrical Systems	20
Fuel Delivery Systems	10
Wheels, Brakes, Steering, and Suspension Systems	15
Tools and Equipment	15
Automotive Mathematics	10
Safe Work Practices	10
Total number of items	125
Total time	2 hr 30 min

BUILDING INSPECTOR

CONTENT AREAS	9327
General Construction Methods and Materials	25
Construction Math	25
Ability to Interpret Plans	25
Ability to Interpret Codes	25
Interpersonal Skills for Inspectors	25
Total number of items	125
Total time	2 hr 30 min

SPECIALIZED ITEM SETS

- Automotive/Diesel Mechanic
- Building Trades Mechanic
- Senior Building Inspector
- Traffic Signal/Street Technician
- Water/Wastewater Treatment Operator



How to order:

Orders are taken via phone, fax, Internet, email, or mail. When ordering, please be sure to include the stock test number.

Phone:

Open 7:30 a.m.
to 5:30 p.m. PST
Monday–Friday
916.263.1800
1.866.867.5272

Fax:

916.921.6240

Internet:

www.cps.ca.gov/testrental

Email:

TR@cps.ca.gov

Mail:

CPS Human Resource Services
241 Lathrop Way
Sacramento, CA 95815
Attention: Test Rental





ASSESSMENT CENTER SERVICES

TOP QUALITY CANDIDATES FOR PUBLIC AGENCIES

Selecting and evaluating supervisors and managers can be one of the most difficult and most important challenges faced by public agencies today.

Executives and administrators need more and better information on which to base selection, promotion, and career development decisions — information they can understand and in which they can have confidence.

To assist public agencies in meeting this challenge, CPS offers an effective assessment center program that provides a method of identifying supervisory and management potential that is job-related, objectively oriented, and designed to provide decision makers with more complete data than they can ordinarily gather from personal interviews, performance evaluations, educational background, and written and oral tests alone.

EACH CPS ASSESSMENT CENTER PROCESS INCLUDES:

- A job analysis to identify the critical job performance dimensions or competencies to be assessed
- Design of the assessment model
- Development of the assessment exercises
- Training of the assessor team
- Classroom-style orientation for the candidate group
- Administration of the assessment exercises
- Group and/or individual candidate feedback

The following exercises are a small sample of the types of activities that CPS utilizes in the assessment process:

- In-Baskets
- Role Plays
- Oral Presentations
- Structured Background Interviews
- Tactical and/or Emergency Scene Situations (static or interactive)

For more information about CPS Assessment Services, contact Shelley Langan at 800.822.4277 or email slangan@cps.ca.gov.

“CPS was a pleasure to work with. They provided a fair and objective assessment of our candidates allowing us to select those candidates best suited for promotion. All the candidates that participated in the process felt that it was both job-related and impartial.”

Avondale Police Department
Avondale, Arizona

CUSTOMIZED TESTING & SELECTION SOLUTIONS

CPS' off-the-shelf selection and assessment tools cannot always provide solutions to your unique organizational needs. Whether your agency is interested in owning an exam instrument or is simply in need of supplementing your current in-house expertise, CPS can help. Our consultants will work with you to analyze your needs and provide a customized selection solution that works.

CPS DELIVERS TECHNICALLY AND PSYCHOMETRICALLY SOUND SERVICES INCLUDING:

- Job analysis
- Validation studies
- Measures of training and experience
- Custom written exams
- Structured oral interviews
- Physical performance exams
- Work sample tests

For more information about CPS Customized Testing and Selection Solutions, contact Jeannè Makiney at 800.822.4277 or email jeanne@cps.ca.gov.

TEST ADMINISTRATION

Testing is a complex business. CPS makes this simple.

CPS is experienced in ensuring the quality, security, and integrity of your agency's testing program. We are the leader in delivering standardized testing services nationwide. We successfully test thousands of candidates per year with proven results.

Choose from a full-range of creative, practical, cost-effective, and professional services tailored to meet your agency's test administration needs. From applicant tracking to on-site administration and everything in between, CPS can handle your entire testing program. Our services can be purchased as one complete package or ala carte — you decide:

- Applicant tracking and program management
- Candidate scheduling and notification
- Test administration (paper/pencil or computerized exams)
- Scoring and score reports

CPS ENSURES QUALITY AND INTEGRITY OF YOUR TESTING NEEDS BY OFFERING

- Valid testing instruments
- Trained proctors
- Secure test environments
- ADA accommodations

For more information about CPS Test Administration, contact Shelley Langan at 800.822.4277 or email slangan@cps.ca.gov.



"The CPS staff was very helpful to our agency in administering this test. We highly recommend CPS."

Cecil Fendley
City of Queen Valley Fire District,
Arizona



ORDERING INFORMATION

Ordering a CPS test is easy! Whether you choose to order online, via phone, or by fax, our Test Rental team is ready to help.

TEST SECURITY

CPS sets the highest security standards in order to protect the interests of clients and job applicants. As a test user, you must keep test materials secure at all times. To safeguard the integrity of our tests, you may not allow candidates to inspect any standardized test materials. Duplication of testing materials is strictly prohibited.

TEST SECURITY AGREEMENT

In order to review or order test material, every client must have a current, signed Test Security Agreement on file. To receive a Test Security Agreement, please call us at 916.263.1800 or visit our Web site at www.cps.ca.gov/testrental.

REVIEW COPIES

All tests are available for review upon completion of a Test Security Agreement. To ensure that each test accurately covers the requirements of the job in each agency, clients are strongly encouraged to review the test prior to ordering.

TEST SCORING

We provide scoring and a detailed score report at no additional charge. While agencies can do their own scoring, CPS scoring allows for the pooling of test results for cumulative item analysis and norms. We guarantee prompt scoring of your test materials.

SHIPPING

CPS uses Federal Express for all shipping and return of test materials. Optimum shipping is one week before your test date. To avoid additional shipping charges, kindly place your order two weeks prior to your test date.

CANCELLATION

If you wish to cancel an existing order, you must do so two or more weeks prior to your original test date. Failure to do so will result in a cancellation fee for stock exams. For exams other than stock exams, you shall be billed for work already completed with a minimum charge of \$300.

PAYMENT

Test orders are payable upon receipt of invoice by check or credit card. Please contact a CPS Test Rental team member for more information on payment by credit card.

TEST ORDERING POLICY

Orders must be placed at least two weeks prior to the test date to avoid additional expedited shipping charges. For orders needing delivery in less than two weeks, please refer to the rate chart on page 27 for additional costs.

RENTAL RATES

CPS RENTAL RATES

	STOCK TESTS*	SEMI-STOCK TESTS	SEMI-CUSTOM TESTS	CUSTOM TESTING
Base Fee	\$295.00	\$415.00	\$850.00	refer to page 25

REVIEW COPIES AVAILABLE UPON REQUEST AT NO CHARGE

Per Booklet/Candidate Fee

1 – 100 Books/Candidates	\$8.50	\$13.00	\$14.50
101 – 500 Books/Candidates	\$8.00	\$12.00	\$13.50
501 + Books/Candidates	\$7.50	\$11.00	\$12.50
Cancellation Fee	\$200.00	\$200.00	\$300.00**
Pick Up/Handling	5%	5%	5%
Shipping & Handling	10%	10%	10%
Expedited Shipping	15%	15%	15%
Outside Continental U.S.	15%	15%	15%

ENTRY LAW/FIRE CANDIDATE PREPARATION MANUALS

\$3.00 Per Book

Over 1,000: \$2.00 Per Book

STRUCTURED INTERVIEW PACKAGES

Base Fee

\$400.00

Per Candidate Fee

\$5.00 if used with a CPS written test

\$7.50 if used without a CPS written test

*Stock tests are prepackaged and are available only in packages of ten booklets. CPS will apply a credit of \$35.00 for each UNOPENED package of test booklets to your agency's current STOCK test order. Clients with 49 candidates or less are billed at the number ordered or the number actually tested, whichever is greater.

**See page 26 for further information.

STOCK TEST

A standardized test for a specific job classification common to many public agencies.

SEMI-STOCK TEST

A test developed from items selected by the agency from two or more stock tests.

SEMI-CUSTOM TESTS

A test developed from items developed by CPS specifically for client agency.

SPECIAL SERVICES

Stock Supplements:	\$2.00 per book when ordered with Stock Test
Writing Proficiency Exam:	\$350.00 Base Fee + \$15.00 per candidate (Professional Scoring included)
Custom Supplement:	\$100.00 Base Fee + \$5.00 per booklet when used with CPS tests
Cover Change of Stock Test:	\$100.00 + \$.50 per book
Key Sheet/Stencil:	\$10.00
Faxing of Test Results:	\$20.00
Emailing Test Results:	\$30.00
Non-Specified Special Services:	CALL FOR DETAILS (Billed at applicable hourly rate)
Method of Payment:	All invoices are payable in U.S. dollars. Payment can be made by check or by credit card.



How to order:

Orders are taken via phone, fax, Internet, email, or mail. When ordering, please be sure to include the stock test number.

Phone:

Open 7:30 a.m.
to 5:30 p.m. PST
Monday–Friday
916.263.1800
1.866.867.5272

Fax:

916.921.6240

Internet:

www.cps.ca.gov/testrental

Email:

TR@cps.ca.gov

Mail:

CPS Human Resource Services
241 Lathrop Way
Sacramento, CA 95815
Attention: Test Rental





CPS SEMINAR SERIES

HELPING HR PROFESSIONALS LEARN NEW COMPETENCIES AND STRENGTHEN EXISTING SKILLS

CPS offers educational seminars designed to help entry analysts and journey-level professionals learn new competencies and strengthen existing skills. The seminars provide participants with practical information they can use on the job, along with hands-on practice. The sessions are geared toward small audiences to give attendees a chance to ask questions and interact with industry experts.

CPS seminars are presented by industry professionals who have extensive experience in job analysis and test development.

EACH SEMINAR IS TAUGHT IN A ONE-DAY COURSE. THE SEMINAR TOPICS ARE:

- Assessment Centers – New!
- Measures of Training and Experience – New!
- Pass Points – Practical, Defensible, and Job-Related – New!
- Job Analysis
- Multiple Choice Item Writing
- Test and Item Analysis
- Selection Basics: Pass-point Setting and Beyond
- Interview Construction and Administration

The educational seminars are an extension of CPS' mission to improve HR services in the public sector. By using the seminars, public agencies can provide high-quality training to their HR employees without incurring the cost of hiring additional training staff.

Advanced registration is highly recommended as space is limited, and seminars fill quickly. Please let us know if you have a topic of particular interest.

HOW TO SCHEDULE

To register or learn more about a particular seminar, visit www.cps.ca.gov and click on "training center." If you are interested in establishing a customized training seminar for your agency, or if you have any questions regarding the Seminar Series, please contact Dr. Howard Fortson at 916.263.3624 x 3049 or email howard@cps.ca.gov.

For more information about our Seminar Series, visit www.cps.ca.gov.

"I appreciate your company, employees, and the great customer service I receive."

Tracy Sloan, HR Analyst
City of Lynnwood, Washington

CATALOG INDEX

FIRE SERVICE

Battalion Chief (2420, 2430)	5
Dispatcher (3420, 3421, 3427, 3429)	6
Entry Firefighter (2130, 2150, 2158A*, 2179A, 2180A, 2199)	4
Entry Firefighter — Metric (w/o study guide) (2102M, 2105M**, 2112M, 2129M)	4
Fire Captain (2332, 2345, 2349)	5
Fire Engineer/Driver Operator <i>H</i> (2212, 2220A)	5
Fire Inspector (2302)	5

FIRE SERVICE SUPPLEMENTS

Aerial Apparatus <i>H</i> (2250-S)	6
EMT (2311-S)	6
Fire and Life Safety Educator (2229-S)	6
Firefighting Essentials <i>H</i> (2259-S)	6
Fire Inspection and Code Enforcement (2260-S)	6
Fire Service Report Writing (2315-S, 2320-S)	6
Ground Ladder Practices <i>H</i> (2297-S)	6
Incident Command-Firescope (2439A-S)	6
Incident Management Systems-FPP (2440-S)	6
Paramedic (2312A-S)	6
Uniform Fire Code (2296-S)	6

H Sourced to IFSTA Manuals

** Available in French Version

* For use in assessing EMT/Paramedic candidates only

LAW ENFORCEMENT

Correctional Officer (Outside CA Only – 0910A, 0918A)	10
Correctional Sergeant (1080)	10
Dispatcher (3420, 3421, 3427, 3429)	11
Entry Law Enforcement (1018A, 1023, 1040, 1048A, 1097)	8
Law Enforcement Sergeant (1203, 1236, 1203A-CA, 1236A-CA)	9
Law Enforcement Lieutenant (1324, 1324-CA)	9
Police Technician/Community Services Officer (1513A, 1518)	10
Senior Law Enforcement Officer (1110-A)	9

LAW ENFORCEMENT SUPPLEMENTS

California Police Officer Legal Supplement (1139-S)	9
COPPS — CA (1140-S)	9
COPPS — All States (1142-S)	9
Law Enforcement Report Writing Supplements (1210-S, 1212-S)	9
Law Enforcement Supervision Supplement (1128-S)	9
Law Enforcement Supervision-Ferrari (1130-S)	9

OFFICE & CLERICAL

Account Clerk (4317A, 4328)	14
Account Clerk, Senior (4413)	14
Administrative Assistant (3295)	13
Advanced Clerical (3217, 3227)	13
Basic Skills Clerical (0409A)	12
Cashier (4118)	13
Courtroom Clerk (4612)	15
Data Entry Clerk (3703)	13
Entry Clerical (3118A, 3127, 3129, 3817, 3818A)	12
Entry Legal Processing Clerk (4610A)	14
Executive Secretary (3236)	13
Journey Legal Processing Clerk (4611A)	15

OFFICE SUPPORT SERVICES SUPPLEMENTS

Accounting Problems (3834-S)	15
Basic Computer Skills (0250-S)	15
Customer Service Supplement (0108-S)	15
Legal Terms and Courtroom Procedures (3298-S)	15
Payroll (3879A-S)	15
Proofreading Problems (3826-S)	15

PROFESSIONAL & PARAPROFESSIONAL

Accountant (4410)	16
Child Support Specialist (5210, 5211)	17
Eligibility Worker (5103, 5138)	17
Entry Analyst (1909A)	16
Personnel Technician (1911)	16
Social Worker (5312)	17

SERVICE & MAINTENANCE

Cook (5418)	20
Food Services Worker (5426A)	20
Grounds Maintenance Worker (6898)	21
Maintenance Worker (6523, 6523-SP, 6527)	21
Stock and Delivery Worker (3319)	20
Utility Worker — Laborer (6127A)	21

SKILLED TRADES

Building Inspector (9327)	23
Electrician (7211A)	23
Entry-Level Auto Mechanic (7415)	23

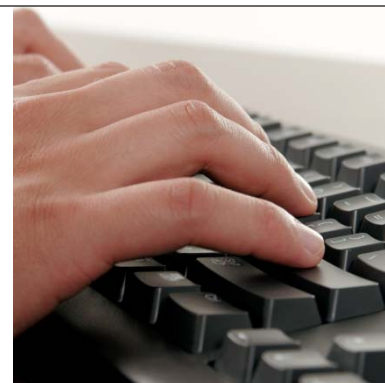
SKILLS ASSESSMENT

Basic Skills — General (0301A)	20
Structured Interview	25
Supervisor (0120A)	18
Supervisory Practices Assessment (0199)	18
Supervisory Practices Supplement (0197-S)	18
Writing Proficiency	3

SPECIALIZED EXAMS*

Accountant	19
Animal Control Officer	11
Appraiser	19
Automotive/Diesel Mechanic	23
Building Trades Mechanic	23
Custodian/Sr. Custodian	22
EMT/Brady Emergency Care 8th Edition	7
Engineering Aide	19
Engineering Aide/Electrical	19
Fire Inspector/Deputy Marshal	7
IFSTA Essentials 4th Edition	7
Junior/Civil Engineer	19
Library Technician	19
Meter Reader	22
Paramedic/Brady 3rd Edition	7
Park & Landscape Supervisor	22
Police Captain	11
Police Sergeant (COPPS)	11
Public Works Maintenance Worker I/II	22
Recreation Coordinator/Supervisor	19
Senior Building Inspector	23
Senior/Lead Landscape Technician	22
Traffic Signal/Street Technician	23
Water/Wastewater Treatment Operator	23

*These specialized exams are charged at the Semi-Stock rate.



How to order:

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to 5:30 p.m. PST
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1.866.867.5272

Fax:

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www.cps.ca.gov/testrental

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